

Amendments to the Specification:

Please amend the paragraph at page 1, line 22 to page 2, line 1 as follows:

When trouble occurs in the user's product, a maintenance request (claim) is reported to a section which considers solution solutions of claims, for example, a claim countermeasure department, to eliminate the trouble, and a solution of the claim is studied. In the study, not only the state of trouble, but also various usage (backup) data representing the usage state and usage condition of the product, in which the trouble occurs, are required.

Please amend the paragraph at page 2, lines 3-9 as follows:

However, in general, since the report to the claim countermeasure department is not sufficient for backup data necessary to study a solution, necessary backup data must be additionally collected. Moreover, if backup data of the same model of another user, which does not malfunctions malfunction but normally functions, is used in the study, a more reliable solution can be worked out.

Please amend the paragraph at page 9, lines 11-26 as follows:

FIGS. 3 and [[4]] 5 are flowcharts of the method and the system according to the embodiments of the invention. Each block of the flowchart and combinations of blocks in the flowcharts can be implemented by computer program instructions. These computer program instructions may be loaded onto a computer or other programmable apparatus to produce a machine. These computer program instructions may also be stored in a computer-readable memory which can direct a computer or other programmable apparatus to function in a particular manner. The computer program instructions may also be loaded onto a computer or other programmable apparatus to cause a series of operational steps to be performed on the computer or other programmable apparatus to produce a computer implemented process.